

Utility Contacts by Account # (UCAC) - CTS3315 - Illinois American (BPM) T

File Edit Functions Go Path Help

Path Account 493305 Name CASEY, TRACI

UC List/Acct # | UC Acct Info | UC Comment Entry | UC Def/Response |

Contact Number 7120338 Contact Type ACINQ General Account Inquiry

Print Date Print Amount

Print Comment 1

Print Comment 2

Print Comment 3

| Comment Lines | Type |
|---|------|
| 6/257--Owner had filed an ICC Issue back in Nov. 02 - follow-up | C |
| results: New meter set for ONEXS done on 6/20/03. No leaks were | C |
| found. I had the old meter T-75420648 tested on 6/24 & results | C |
| are: H-100.1% M-99.5% L-100.0% = 99.87% average & tested | C |
| good. 6/25 at 4:15 pm spoke w/Ken K/ICC and gave him the test | C |
| results and w/Richard Williams recommendation - we are giving the | C |
| customer a ONE-TIME COURTESY CREDIT AT 50% REDUCED RATE. I will | C |
| call the customer and let her know the credit amount. Already | C |
| informed Ken K/ICC what we are doing. He is satisfied w/our --> | C |

Investigate Fold/Unfold

E-CTS V.55.1M8

OK Cancel

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Utility Contacts by Account # (UCAE) - C153315 - Illinois American (IAPs)

File Edit Functions Go Path Help

Path Account 493305 Name CASEY, TRACI

UC List/Act # UC Act Info UC Comment Entr UC Def/Response

Contact Number 7120338 Contact Type ACINQ General Account Inquiry

Print Date Print Amount

Print Comment 1

Print Comment 2

Print Comment 3

| Comment Lines | Type |
|--|------|
| decision and asked that I call the customer and explain the test results, the credit, etc... TDuba/supv. X-4183 | C |
| **** Credit entered on the old account #441127-8 **** TJD | C |
| customer will have a credit balance owed to her by the company & most likely would want a cash refund sent, since she is in CA. | C |
| TOTAL CREDIT = \$414.25 ENTERED ON #441127 & AT 5:37 PM I left a voice message for Ms. Casey to call me THur. TDuba/supv. x-4183 | C |

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ENDS VERING

OK Cancel

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